



AFWay Industry Day

6 Jan 2004

The Information Technology Center of Excellence for the Warfighter



Agenda

- 0800-0815 Opening Remarks
- 0815-0845 Air Force Systems Security
- 0845-0945 GCSS-AF Integration Framework
- 0945-1000 Acquisition Strategy
- 1000-1015 Break
- 1015-1115 AFWay Overview & Demonstration
- 1115-1200 Questions



Opening Remarks

- **Mr. Frank P. Weber, HQ SSG Director**
- **Mr. Tom Bayless, Director AFCIS**



Rules of Engagement

- Participation in the AFWay Industry Day conference is voluntary and does not constitute either an invitation for bid or a request for proposal
- A written invitation package should form the only basis for a response to the Government's request
- The information presented will not obligate the Government in any manner
- The Government will not reimburse attendees for any costs associated with participation and is under no obligation to award any related contract associated with this event
- Do not rely on oral responses to questions occurring during this briefing; Q&As will be posted on the HERBB/BizOps site
- Turn in additional questions or send to AFWay Org Box



AF Systems Security

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GCSS-AF Integration Framework

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ACQUISITION STRATEGY

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Acquisition Strategy

- **Acquisition strategy has not been finalized**
 - Request for Information (RFI) to be posted on <http://herbb.hanscom.af.mil/default.asp>
 - Industry input will help determine acquisition strategy
- **Anticipate Performance Based Acquisition**
 - SOO will specify desired objectives/outcomes; it will not specify a technical solution or direct a specific process
 - Requesting Industry input on previous PB contracts
 - Metrics used
 - How you have measured performance on PB contracts
 - Requesting Industry input on contract structure
 - Length
 - Type



AFWay Overview

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What is AFWay?

- **Web-based system for procuring and managing IT assets and services**
- **Serves as a front end to AF contracts for hardware, software, and services**
- **System includes an interface to the AF Asset Tracking System, which ensures positive asset control and accountability upon product delivery**
- **Serves as the single source for IT procurement**



What does AFWay Provide?

- **Oversight of commercial products purchased for use on the AF enterprise network**
- **Technical choices that do not threaten network stability and information assurance**
- **Assurance that appropriate products are approved and purchased at competitive prices**
- **Standardization and control which drives down the Total Cost of Ownership, and helps leverage the AF's buying power**
- **A process to purchase, inventory, dispose, and enforces AF standards**



What does AFWay Provide?

- **An acceptable means of automating a very manual, complex Air Force procurement process**
- **Allows end users to purchase electronically in several ways (GPC, or via PO)**
- **Allows users to purchase bulk amounts or specialty items using an automated Request for Quote process**
- **Lack of external requirement for use of space (advertising, AF info, etc.) simplifies the overall site design and provides potential for adding features/functions**



AFWay Limitations

- **Product Search**

- Products difficult to find
- Lacks product images and dimensions
- Search results not always intuitive

- **Product Configuration**

- Product information is substandard
- No dynamic pricing or vendor catalog interface



AFWay Limitations

- **Creative Design**

- Lacks engaging first impression. Site needs creative “makeover”
- Does not mirror commercial online experience

- **Automated Interfaces**

- No Vendor Catalog Interface
- No Financial System Interface
- No Contracting System Interface



AFWay Limitations

- **Vendor Product Upload**
 - Catalog upload and product update process is extremely cumbersome for most vendors with any significant number of products
 - Single product change, requires full upload of catalog
- **Order Approval and Submittal**
 - Unable to tailor approval steps to expedite orders
 - AFWay vendor must manually update the status of a pending order and send it to the customer; no consistent, automated way to notify customer of order status
 - Lacks shipping status



AFWay Limitations

- **Training, FAQ's, User's Manual and Help**

- No initial online tutorial to guide users
- Lack of coordinated training program has resulted in many Air Force personnel having a limited understanding of AFWay and how to use it
- FAQ section should be expanded, rewritten and made more user friendly
- Lack of a search function for the FAQs complicates its use
- FAB's database of questions in the Remedy are not included in the FAQ's and are not leveraged by the AFWay site
- Help Section does not emphasize key points and sections; users are not given visual cues to help shorten their time finding their issue



Key Areas COTS Must Address

- **User experience**
 - Content not used optimally
 - User experience methodology not applied
 - Creative treatment not applied
 - Search & browse not optimal
- **Catalog management**
 - Products difficult to find
 - Product information substandard; no descriptions or images
- **Workflow**
 - Pseudo-automated, manually intensive
 - No self-service tool
- **Training and Communications**
 - Lack of understanding and training
 - Low awareness of AFWay



AFWay Demonstration

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AFWay Demonstration

- **User Experience**
- **Product Search (Computers & Printers)**
- **Product Addition to Shopping Cart**
- **Checkout, Approval, & Submittal**
- **Request for Quote (RFQ) Process**



QUESTIONS

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Questions???

- **What is the current AFWay Infrastructure?**
 - **Dell PowerEdge 2550 (Web Server)**
 - **Dell PowerEdge 6450 (Database Server)**
 - **Development Tools**
 - Visual Studio 6.0
 - Visual InterDev 6.0
 - Microsoft SQL Server 7.0
 - PVCS 7.0
 - Microsoft Access 2000
 - SA File Upload 1.0.7.4
 - Blow Fish DLL (Credit Card Encryption) 1.0.0.1
 - Microsoft Advanced Server 2000
 - Internet Information Server (IIS) 5.0



Questions???

- **What is the current AFWay Infrastructure?**
 - **Preferred Web Browser**
 - Internet Explorer
 - **Current Database Size**
 - Approximately 3GB
 - **Location**
 - DISA Montgomery



Questions???

- **What is the current development strategy?**
 - AFWay is the product of the merger of the IT Superstore and ACCWay. AFWay is currently developed/maintained in-house by a combined team of government and contract employees.



Questions???

- **Is there a percentage of COTS product versus customization that AFWay prefers for this solution?**
 - The preferred solution is a 100% COTS product with customized code only used to integrate components and facilitate external interfaces.



Questions???

- **Does the new solution need to run on IBM Websphere (the GCSS-IF platform) or just integrate into the GCSS-IF?**
 - AFWay must be integrated into the GCSS-AF Integration Framework.



Questions???

- **What are some examples of desired metrics and reporting capabilities?**
 - Sales Reports
 - Orders Reports
 - Time to fulfillment
 - Waivers submitted/approved/used



Questions???

- **What percentage of the daily project management does AFWay foresee will be done by the Provider versus the PMO?**
 - Daily Project Management functions will be performed by the AFWay PMO staff. Tasks include requirements development, cost, schedule, and direct user interface.
 - The provider will be responsible for managing its team during construction and deployment.



Questions???

- **What is the anticipated time to deployment from the requirements phase to deployment?**
 - The Government anticipates proposals will address project schedules.



Questions???

- **Who is the executive sponsor for AFWay in the Air Force?**
 - Mr. John Gilligan the AF CIO.



Questions???

- **Are there plans to interface with systems other than ITAMS?**
 - Currently there are no defined requirements to interface with any system other than the Air Force IT asset tracking system, but additional interface requirements may be identified during the life of this project.



Questions???

- **What is acceptance/completion criteria for the Sustainment phase?
Fixed length of time or hours with options to extend.**
 - The contract structure is still to be determined.



Questions???

- **How is AFWay provided product data?**
 - Currently product data is uploaded to AFWay via an Access database that is populated by the vendors.



Questions???

- **Please clarify dynamic pricing and product display? Does this mean the site will reflect updates to the product DB or that AFWay's site will constantly “ping” external product catalogs to query the most up-to-date price?**
 - AFWay's preference is to access vendor catalogs rather than storing catalogs in the AFWay database. However, vendors unable to support that capability must be accommodated.



Questions???

- **Please clarify “product comparisons from vendor on-line authenticated stores/catalogs”?**
 - AFWay’s preference is to access vendor catalogs rather than storing catalogs in the AFWay database. However, vendors unable to support that capability must be accommodated.
 - Solution should allow comparison of products from multiple vendor catalogs.



Questions???

- **Please clarify “regular management/code reviews with government personnel.” To what extent will in-house engineers be working with the Provider during the project?**
 - We anticipate this to be a team effort between Government and Provider. During the construction and deployment of the AFWay solution, the Provider will be expected to work closely with the AFWay PMO to facilitate knowledge transfer and to ensure the program is on track to meet the defined requirements and schedules.



Questions???

- **Does AFWay have an internal procedure or pre-defined acceptance for training or should the Provider supply their own training methodology?**
 - AFWay has no pre-defined acceptance criteria for training. The Government will look to Industry for recommended training approaches.



Questions???

- **Are there any Small Business preferences for this project?**
 - Undetermined at this time.



Questions???

- **Will an existing contract vehicle be used for this effort?**
 - Undetermined at this time.



Questions???

- **Who will select the COTS product, Government or Provider?**
 - The government will not direct the Provider toward a specific product. We anticipate selecting the best solution based on a combination of proposed Provider and product.



Questions???

- **Has the Government identified potential products? If so, will the results of the research be shared with the proposing Providers?**
 - The government has conducted market research that indicates COTS products capable of supporting AFWay requirements exist. However, because the research is 9 months old and the market should be reexamined, a product listing will not be provided. Results of interviews with AFWay stakeholders have been provided throughout this briefing.



Questions???

- **Will the company that conducted previous market research be excluded from competition?**
 - At this time, the contracting officer has not determined that a conflict of interest exists which would preclude that company from competing. The determination is contingent upon the requirements contained in the SOO. Once the final SOO is released, a determination will be made.



Questions???

- **Who are the different communities involved with AFWay?**
 - Customers (Buyers)
 - Vendors
 - Contracting
 - Equipment Control Personnel
 - Air Staff (CIO and AQ)
 - Standard Systems Group
 - Communications/Network Personnel
 - Field Assistance Branch (Helpdesk)



Questions???

- **Is AFWay going to integrate into the AF Portal?**
 - Yes, AFWay will be accessible through the AF Portal.



Questions???

- **How will the solution provided to modernize the AFWay application fit into the overall architecture for the AF Acquisition/Procurement domain?**
 - The modernized AFWay may serve as a model for future enterprise acquisition and procurement transformation efforts.



Questions???

- **Will the solution be used to procure commodities other than IT equipment?**
 - The initial implementation will support procurement of IT assets. However, the modernized AFWay system must be capable of expanding beyond IT equipment into other commodities.



Additional Questions????